

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ **NEW POSITION** ☐ EXISTING POSITION

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children & Families		9. Position No. K0073546	10. Budget Program Number 23641		Agency Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position)			
3. Division Kansas City Region			12. Proposed Class Title Human Services Consultant			
4. Section Program & Service Integration	For Use By	13. Allocation				Position Number
5. Unit EES Performance Improvement		14. Effective Date				
6. Location (address where employee works)		15. By	Approved			
City Kansas City County WY	16. Audit Date: By: Date: By:					
7. (circle appropriate time) Full time Perm. Inter. Part time Temp. %	Personnel Office	17. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM /PM To: 5:00 AM /PM						

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

This position exists to provide case readings for the region to new and experienced EES Specialists and H.S.A's; managerial back up and support to supervisors; assistance back up coverage to EES Specialists and support staff; and quality enhancement to the Economic and Employment Support (EES) program through case readings, trend analysis, BPR Reports, corrective action planning, Survey Monkey, and targeted performance enhancement projects and activities. This position monitors statewide QC Errors for Regional Error Prevention Strategies, provides support to C.O. training staff.

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Marcia Simoneau	Assistant Regional Director of Program and Service Integration	K0214662

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Marcia Simoneau	Assistant Regional Director of Program and Service Integration	K0214662

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	
		The incumbent is expected to demonstrate a commitment to customer service and cross program communication. The incumbent will work effectively with all other divisions to provide a harmonious work environment that is conducive to improving agency outcomes, office operations and a productive working relationship with the community
45%	E	<u>SERVICE DELIVERY MONITORING:</u> Assists the agency in continuous improvement by completing case readings by examining the hard copy case file and appropriate program computer data base and assisting in the development and implementation of improvement plans. Contacting Supervisor/H S A in each office within the region with list of cases to be read and request cases to be provided. Assure case files are maintained and timely returned to office where customer is being served. Develop a tracking system and record the cases to be reviewed. Enter results into proper report forms and data collection systems.
25%	E	<u>DATA ANALYSIS/PLANNING:</u> Evaluates, analyzes and interprets data for the purpose of identifying problems and recommends corrective actions. Assists in planning, developing and monitoring corrective action plans for the purpose of meeting federal compliance requirements. May recommend corrective actions, including changes in policy or procedures. Assists agency in monitoring accomplishment of program priority outcomes utilizing case, individual and management reports, case readings, and observation.
10%	E	<u>PROGRAM AND POLICY KNOWLEDGE:</u> Is expert in program and policy and responds to questions from EES specialists and other EES staff under the direction of and in coordination and consultation with EES supervisors. Assists team supervisors and team members through the resolution of complex or difficult case problems. Constantly reviews program policy and procedures through approved agency resources and stays abreast of all changes. Be familiar with BPR manual, process, and tools to assist teams to understand, follow and practice BPM principles and concepts to achieve: one touch resolution, avoiding rework, and using BPR tools.
10%	E	<u>COMMUNICATION/DOCUMENTATION.</u> Documents information reviewed in the case in a clear and factual manner on required forms and in electronic systems according to program format requirements in order to provide verification, evaluate quality of services rendered. Uses excellent writing skills while always maintaining appropriate confidentiality. Conduct one on one consultation with workers reference case reads. Utilized policy clearances, EES Manuals, Secretary's letters, locally prepared training materials, and own extensive work experience to implement one on one consultation with workers. Communicate with Supervisor and trainers to provide input into development of training needed to improve quality Identifies needed coordination and plans accordingly to meet those needs.
10%	M	<u>COORDINATION AND ADMINISTRATIVE DUTIES:</u> Attends and participates in meetings and training. Makes presentations to other DCF staff, community partners and the public for the purpose of educating, coordinating and informing. Completes special projects as assigned. Backs up teams as needed to ensure public responsiveness at all times. Work is reviewed by the supervisor for effectiveness, timeliness and accuracy. Substitution and back-up responsibilities for team supervisors and other staff due to vacancies, illness, vacation, or administrative leave. Substituting for a supervisor may entail recruitment, hiring, training, and evaluating to be carried out in accordance with DCF guidelines. Review is through periodic reports, outcome statistics, case review and conference. Travel is a basic part of this position in order to ensure equity and coverage of priority needs throughout the region.

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- ☒ **Lead worker assigns, trains, schedules, oversees, or reviews work of others.**
 - ☐ Plans, staffs, evaluates, and directs work of employees of a work unit.
 - ☐ Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
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23. Which statement best describes the results of error in action or decision of this employee?
- ☐ Minimal property damage, minor injury, minor disruption of the flow of work.
 - ☒ **Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.**
 - ☐ Major program failure, major property loss, or serious injury or incapacitation.
 - ☐ Loss of life, disruption of operations of a major agency.
- Please give examples.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Frequent contacts are made with the public, other employees and officials. The purpose of the contact is to influence, motivate, conduct interviews, and make formal presentations or counsel to achieve common understanding or solutions to problems when the information is sensitive in nature or the individuals or groups are skeptical or uncooperative. Communication techniques and well-developed communication skills become important requirements for this position.

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25. What hazards, risks or discomforts exist on the job or in the work environment?
- This position may encounter hostile, angry or upset people when dealing with issues of eligibility for assistance. The work environment involves normal everyday hazards or discomforts typical of offices, meeting and training rooms, comfortable levels of temperature, ventilation, lighting and sound are inherent in the work environment. Exposure to deviation from pleasant environment conditions is only occasional. This position will travel to other DCF offices periodically during the work day to accomplish the assigned responsibilities.**

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:
- Computer, KAECSES System, KSCARES CSE, FACTS, EBT, KMIS – daily on all casework; Calculator – daily on case budgets; Telephone – daily use; Copier – daily use; Car – driver’s license required. Tracker, OneNote, Fax Machine, Laptop and projector, shared drives and MS Word, MS Excel, MS PowerPoint**
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PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

High School education or equivalent

Education or Training - special or professional

Five years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's programs. Post-secondary education may be substituted for experience as determines relevant by the agency.

Licenses, certificates and registrations

Special knowledge, skills and abilities

Ability to contribute to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, the general public and vendors. Knowledge of conducting interviewing, gathering information, EES programs, familiar with state and federal regulations, ability to evaluate information received from various sources for accuracy and completeness, and ability to apply analytical thinking as well as deductive reasoning to arrive at reasonable decisions.

Experience - length in years and kind

Professional level Case Management Experience in EES Programs.

Training Experience

Quality Assurance, Quality Control, Performance Improvement Experience

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

-Post-secondary education

-Case management experience defined as: Professional level experience in determining and documenting eligibility; interviewing consumers; interpreting policy and procedures; interpreting and implementing state and federal regulations; periodic review of cases ensuring federal requirements are met; case planning

-DCF Experience and/or other experience specific to Economic and Employment Programs

-Bilingual in English and Spanish languages

Signature of Employee _____ Date _____

Signature of Personnel Official _____ Date _____

Approved:

Signature of Supervisor _____ Date _____

Signature of Agency Head or
Appointing Authority _____ Date _____